

North Dakota Legislative Council

Legislative Information Technology Specialist I

Job Description (May 2012)

Job Information:

Job Title: Legislative Information Technology Specialist I

Pay Grade: Unclassified

Pay Status: Full-time, exempt from overtime pay

Location: North Dakota State Capitol

Supervisor: Information Technology Manager

Job Summary:

This position performs information technology server, desktop, mobile device, and business application administration, support, and training for the legislative branch.

This position's day to day duties include supporting large user base consisting of staff and legislators, troubleshooting multiple desktop/server issues at the same time, installation, maintenance, and technical support for systems (desktop, server, and mobile devices) and the applications that run on those systems. Support is provided both onsite and over the telephone (legislators).

The position also includes participation in business analysis, design, and implementation of enhancements to existing and creation of new information technology business processes/applications used within the legislative branch. The position also includes research and evaluation of new products and applying industry best practices, principles, and guidelines to systems administration work.

The position is a member of the IT team supporting the legislative branch. Team members will mentor and cross-train other team members.

Essential Skills and Abilities:

- Lift, transport, install and configure computer systems, hardware and peripherals.
- Develop, train, and mentor IT team members, Legislative Council and Assembly staff on information technology systems and hardware.
- Ability to express ideas clearly and concisely, both orally and in writing. Applicant must have strong oral and written communications skills required for communicating with staff and legislators while performing the duties of this job classification.
- Ability to research, adapt to, master and implement new technologies.
- Ability to work as a member of team to facilitate mentoring and cross-training of team members in all job duties of this job classification.
- Ability to remain objective, nonpartisan, and professional regarding all legislative matters.
- Ability to travel and work at sites away from the office as required.
- Ability to work necessary overtime as required.

North Dakota Legislative Council
Legislative Information Technology Specialist I
Job Description (May 2012)

Responsibility/Accountability:

- Responsible for ensuring desktops are running efficiently and securely.
- Responsible for following and implementing industry standards and best practices and research and evaluation of new products.
- Responsible for implementation of managed desktop policy and application deployments.
- Responsible for identifying desktop hardware and software issues in a timely manner.
- Responsible for providing backup assistance to server administrator as necessary.
- Accountable to information technology manager and director.
- Accountable to staff and legislators.
- Must use other team members as necessary to assure that issues are resolved quickly and to the satisfaction of the user(s) involved.

Duties and Tasks:

- Install and configure desktop operating systems and application software, hardware, and peripherals.
- Provide telephone support for desktop and mobile devices.
- Assist in identifying software and hardware requirements; evaluate hardware and software products and technologies and make recommendations for implementation.
- Research and assist with applying updates and patches recommended and/or provided by vendors; manage the implementation of updates and patches; upgrade hardware including hard drives, memory, cards, etc.
- Assist in monitoring and analyzing system performance data and tuning systems for optimum performance by utilizing server management utilities; identifying and implementing measures to monitor system functionality and availability; making recommendations for improvement.
- Organize, configure, and troubleshoot network resources; manage user rights and security.
- Assist in day to day management of implemented backup solutions and security standards to ensure data integrity, protection, and recovery.
- Troubleshoot, research, analyze, document, and resolve hardware and software technical problems.
- Develop and maintain training courses for supported business applications.
- Maintain working relationships with hardware/software vendors.
- Assist in business analysis efforts and making recommendations for appropriate technical solutions; and development of cost estimates.
- Assist in designing technical architecture to meet requirements for functionality, availability, security, and business continuity.
- Assist in determining required hardware and software upgrade requirements; analyzing impact of functionality changes, availability, security, and business continuity requirements.

North Dakota Legislative Council
Legislative Information Technology Specialist I
Job Description (May 2012)

- Assist in researching new technologies, advanced system functionality, and industry trends; developing proof of concept solutions; and providing technical information, analysis, and recommendations to leadership.
- Participate in the analysis, design, implementation, and maintenance of information technology systems and all components to support business processes.
- Develop, implement, and maintain system documentation, technical diagrams, procedures, standards, utilization, and security of the legislative information and systems.
- Ensure compliance with state policies and standards and coordination of activities with the Information Technology Department as required.
- Develop alternative technological approaches, concepts, etc., to achieve expected objectives.
- Conduct studies on specific technology-related subjects; receive and analyze data; complete reporting of information; and develop methods of application.
- Assess business processes and facilitate business process reengineering; identify information systems needs and enhancement opportunities based on consultation with users and management; provide recommendations on information systems.
- Provide information and cost estimates for technology budgeting.
- Research new technologies; evaluate alternatives to determine impact on services and feasibility of implementation or migration; make recommendations on potential applications to integrate with or replace existing technologies.
- Attend required employee training and career development classes.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned to any individual employee are at the discretion of the appointing authority.

Education/Other Requirements:

- Requires bachelor's degree in Computer Science, Computer Information Systems, or computer-related field and one years of current, progressive and specialized work experience administering, supporting and implementing servers, desktops and applications. An Associate's degree in a computer related field and three years of related experience as stated in the above paragraph may be substituted for the bachelor's degree and one years of experience requirement.
- Successful applicant must complete the interview process and standard background checks.